TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Employment Security Program Representative** and the **Employment Security Program Representative - Intermittent** jobs. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. INTERVIEWING   (10 Questions)

Employees in this job must be able to solicit, from job applicants, their work history and education information as well as personal data in order to identify their best possible employment opportunities. The questions in this section of the exam will test your ability to solicit this type of information from applicants using interview techniques. Test question topics include:

- Interviewing techniques;
- Interpersonal communication skills;
- Managing difficult situations encountered during interviewing.

II. JOB STRUCTURE / RE-EMPLOYMENT ASSISTANCE   (10 Questions)

It is essential that employees in this position be able to determine which jobs would best utilize an applicant's skills, abilities and potential. Equally important is the process of providing re-employment assistance to unemployed individuals. This section of the exam tests your knowledge of job structure and re-employment assistance techniques. Test questions test your judgment concerning topics relating to:

- Career counseling;
- Evaluation of individuals' skills, interests, and job qualifications;
- Occupational classification.

III. LANGUAGE SKILLS   (10 Questions)

Employees in this job are responsible for preparing replies to inquiries to explain rules and regulations, writing decisions, explaining issues and facts and documenting work activities. These tasks require extensive skill in written communication and in the appropriate use of business English. Test question topics include:

- Spelling;
- Vocabulary;
- Grammar.

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IV. EMPLOYMENT SECURITY OFFICE PRACTICES (10 Questions)

Employees in this job must be able to carry out a wide variety of routine office tasks on a daily basis. These tasks may include processing claims as well as assisting clients and businesses with routine questions in person or by telephone. This test section consists of questions that assess your knowledge of basic office practices and principles in an employment security setting. Test questions topics include:

- The importance, purpose and relevance of information gathered from interviews;
- Methods of dealing with disagreeable or hostile individuals;
- Procedures relating to employment services and human resources;
- Methods of maintaining a positive relationship with clients, coworkers, and other agencies.

V. MATHEMATICS (10 Questions)

Employees in this job manipulate numeric data to process claims of unemployment insurance and calculate compensation. Basic math skills are important to successful completion of these tasks. Test questions ask you to resolve situations that require the application of basic mathematical computations including addition, subtraction, multiplication, division, fractions, decimals and percentages.

VI. READING COMPREHENSION (10 Questions)

The ability to accurately read and understand information is an important part of this job. Employees must be able to read and extract pertinent information from laws, rules, regulations and pamphlets. The questions in this exam section test your ability to read and comprehend information by presenting passages to read and asking questions that require the interpretation of the information presented in the passage.